

CE.II The timely evaluation and assessment of child and family needs lead to identification of all child needs, and the family needs related to enhancing the development of the child.

1. Baseline/Trend Data and Analysis (for reporting period July 1, 2003 through June 30, 2004):

Referrals Exceeding 45 Days in Referral (7/1/2003 to 6/30/2004)

SPOE Region	2003-04 Referrals	Over 45 Days	% (2003-04)	% (2002-03)	Change
St. Louis (Region 2)	1,360	956	70.29%	62.34%	+7.95%
St. Charles (Region 1)	752	46	6.12%	27.23%	-21.11%
Other Phase 1 SPOEs (Regions 4, 5, 6)	461	63	13.67%	26.73%	-13.06%
Kansas City (Region 9)	722	133	18.42%	23.85%	-5.43%
Springfield (Region 13)	335	131	39.10%	39.09%	+0.01%
Jefferson County (Region 3)	285	103	36.14%	43.80%	-7.66%
Other Phase 2 SPOEs	2,083	513	24.63%	29.36%	-4.73%
Grand Total	5,998	1,945	32.43%	44.10%	-11.67%

Source: 1/7/05 superSPOE

Referrals Exceeding 45 Days in Referral (7/1/2004 to 12/31/2004) for New Phase 1 SPOEs

New Phase 1 SPOE Region	Referrals	Over 45 Days	Percent Over 45 Days
St. Louis County (Region 2)	436	68	15.6%
Greater St. Louis (Region 1)	367	54	14.7%
Northwest (Region 4)	189	12	6.3%
Phase 2 Total	1,476	244	16.5%

Source: 2/22/05 superSPOE

In general, the number of referrals exceeding 45 day timelines has been decreasing. One exception was the old St. Louis SPOE which saw a large increase in referrals over timelines. That SPOE was awarded to a new contractor as of July 2004 and the percent of referrals over 45 days has been reduced dramatically. There are still many referrals exceeding timelines, but results are better in the Phase 1 SPOEs under the new contract which includes all service coordination and peer review teams for IFSP development. In addition, the following table shows SPOE-reported reasons for exceeding timelines and it appears that many are due to family/child delays rather than system delays which is permissible under the state and federal regulations.

Reporting on Reasons for Exceeding 45-Day Timelines

Beginning in winter 2005, SPOEs began to report reasons for exceeding 45 day timelines to the Division. SPOEs are to use the following reasons to report the data on a monthly basis:

- Delay due to **SPOE** action – to be used when the delay is due to SPOE actions – i.e. the SPOE does not assign an Intake Coordinator in a timely fashion or Intake Coordinator does not attempt to contact the family in a timely fashion; Intake Coordinator does not return calls from the parent in a timely fashion; Intake Coordinator does not assist with scheduling evaluations/assessments in order to make sure the timelines are

met; Intake Coordinator has received all necessary data but does not complete the eligibility determination or schedule the IFSP in a timely fashion.

- b. Delay due to **parent /child reasons** – to be used when the delay is due to family or child reasons - i.e. The child's evaluation is delayed because of illness or hospitalization; SPOE makes frequent attempts to contact the parent, but parent does not respond or parent responds to the SPOE but not in a timely fashion; parent reschedules evaluations or IFSP meetings for family or child reasons. This is the only acceptable reason under the regulations for exceeding the 45 day timelines.
- c. Delay due to **provider** action – to be used when the delay is due to provider actions – i.e. Delayed evaluations or delivery of evaluation reports
- d. Delay due to **provider unavailability** – to be used when the delay is due to the lack of providers available for evaluation purposes

Preliminary 45 Day Reasons Reporting (as of 2/1/2005)

SPOE	Delay due to SPOE action	Delay due to parent/ child reasons	Delay due to provider action	Delay due to provider unavailability	Other (data errors, etc.)	Total
Greater St. Louis (Reg. #1)	5	15	1	2	2	25
St. Louis County (Reg. #2)	5	16	2	0	6	29
Northwest (Reg. #4)	0	1	1	0	0	2
SEMO (Reg. #7, 21, 23)	1	4	2	0	6	13
Kirksville (Reg. #8)	1	1	0	0	0	2
Kansas City (Reg. #9)	2	5	3	3	0	13
Sedalia (Reg. #10)	5	9	4	0	2	20
Columbia (Reg. #11)	1	30	1	1	8	41
Southwest (Reg. #12, 14, 15)	0	7	2	0	0	9
Springfield (Reg. #13)	1	14	3	0	1	19
Jeff City (Reg. #16)	0	7	2	1	0	10
Camdenton/Rolla (Reg. #17)	0	0	3	1	0	4
S Cen MO/W Plains (Reg. #18, 22)	0	6	11	8	0	25
Union (Reg. #19)	2	3	2	0	0	7
N Central MO (Reg. #24)	0	2	0	0	0	2
Shelby (Reg. #25)	0	1	1	0	0	2
Montgomery City (Reg. #26)	1	0	1	1	0	3
Cumulative Total	24	121	39	17	25	226
Percent	10.6%	53.5%	17.3%	7.5%	11.1%	

The Division is in the process of verifying that reported data is accurate, primarily through the Consultants but also when conducting monitoring reviews, however preliminary data show that approximately half of the delays are due to parent or child reasons which is the only acceptable reason of all the above. This monthly process is also resulting in additional data clean-up at the SPOE level. The First Steps consultants are working closely with SPOEs on accurately reporting these data, as well as assisting SPOEs with implementing processes which will eliminate exceeding 45 day timelines.

Child Complaints

There were three child complaints with allegations regarding timelines for referral and evaluations. All were found out of compliance for exceeding the 45 day timelines. All three were in the old St. Louis SPOE which has since been awarded to a new contractor.

Future Plans for Data Collection

- webSPOE system will collect 45 day reasons, expected to be implemented Summer 2005
- Informal issue database, expected to be implemented March 2005
- Service Coordinator and Provider surveys and monitoring regarding timely reports from providers, expected to be implemented in Spring 2005

2. Targets (for reporting period July 1, 2003 through June 30, 2004):

- The timely evaluation and assessment of child and family needs lead to identification of all child needs, and the family needs related to enhancing the development of the child.

3. Explanation of Progress or Slippage (for reporting period July 1, 2003 through June 30, 2004):

From October 31, 2004 response to OSEP

- *45 Day Timelines*

DSE is monitoring the data regarding the 45 day timelines through the monthly SPOE reports. Current statewide and SPOE data reports reflect data that includes acceptable reasons for exceeding timelines. The current data system does not articulate the reasons for timeline delays therefore; disaggregation at a state level for the number of IFSPs that are out of compliance for unacceptable reasons cannot be identified at this time. This data will be available in the revised web based system that will be implemented in the spring of 2005. At that time, the state will be able to produce disaggregated reports which will include acceptable reasons for delays over 45 days and have a clearer picture of non-compliance with the 45 day timeline.

As a part of the Phase II monitoring, a detailed report was prepared for any SPOE that had IFSPs in excess of 45 days. Phase II SPOEs were required to submit the reasons for exceeding the 45 day timeline for each child included on the report. That data is will be compiled during November and December 2004.

The previous St. Louis area SPOE (St. Louis City and St. Louis County) had a major problem with the 45 day timelines. Since it is no longer in operation, the DSE has provided direct technical assistance by phone and on-site to assist the two (2) new SPOEs. Part of the 45 day timeline problem in the previous SPOE was data entry. In some cases, IFSPs had been developed, but not entered into the system. In other cases, children were not eligible and those terminations were never entered into the system. Both of which created an inflated number of referrals going beyond the 45 day timeline.

After July 1, the DSE has provided both the St. Louis County SPOE and the Greater St. Louis SPOE (St. Charles County and St. Louis City) clerical assistance for data entry. Until the data system is updated, state level reports will continue to include inflated numbers. Significant progress in reducing the number of IFSPs exceeding the 45 day timeline is being made.

Eliminating referrals that exceed timelines due to SPOE, system or provider issues is a priority for the Division. Current activities regarding referrals exceeding 45 day timelines include the following:

- Monthly reviews of data regarding referrals exceeding the 45 day timeline
- Collection of reasons for exceeding timelines used for SPOE and provider monitoring
- Consultant deployment to certain SPOEs who are exceeding timelines
- Focus of the on-site monitoring in February/March and June/July 2005
- Corrective action requirements for any SPOEs found out of compliance
- Corrective action monitoring

- Changes to contracts that focus on timely evaluation and assessment

The new Phase 1 SPOE contract calls for the use of a peer review evaluation process. This process utilizes an evaluation team to handle eligibility determination and initial IFSP development. Having these teams available is assisting with the reduction of referrals exceeding timelines.

4. Projected Targets:

- At least 90% of families will agree/strongly agree with survey questions regarding service coordination
- No referrals will exceed 45 day timelines for reasons other than parent/child delays
- Additional projected targets are in the Future Activities tables

5 & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

See also GS.I and CE.I

Cluster/ Probe	Future Activities to Achieve Projected Targets (5)	Projected Targets/ Evidence of Change (4)	Projected Timelines (6)	Resources (6)
CE.II GS.I GS.II	Review data reports regarding 45 day timelines	SPOEs exceeding 45 day timelines are identified and actions are taken to facilitate correction	Ongoing	Comp, EP, Data, Consultants
CE.II	Establish peer review process for IFSP development	Reduction in referrals exceeding timelines due to provider unavailability or delays	Ongoing	SPOEs